

Enterprise Incident Report July 2012

As of 8/1/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Human Resource Management	Application Services	Tony Larsen	0 0	4 0	4 0
		Assigned to Individual Total	0 0	4 0	4 0
	Capitol Desktop Support	Brian Bintz	0 0	9 2	9 2
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	0 0	10 2	10 2
	Capitol Hosting	Dale Hicks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 1	1 1
		Eileen Dubach	0 0	1 1	1 1
		Julie VanBeekum	0 0	3 3	3 3
		Assigned to Individual Total	0 0	5 5	5 5

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Human Resource Management

			High	Low	FCR Total
Human Resource Management	Metro A Desktop Support	Nancy Hachmeister	0 0	1 0	1 0
		Tracy VanderVaart	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0
		Cindy Reed	0 0	1 0	1 0
		Mike Wilde	0 0	1 0	1 0
		Peter Musser	0 0	4 1	4 1
		Stephanie Young	0 0	1 0	1 0
		Tyler Pearce	0 0	2 2	2 2
		Assigned to Individual Total	0 0	12 3	12 3
	Metro B Help Desk	Gary Graham	0 0	3 3	3 3
		Janet Hongsyvilay	0 0	3 3	3 3

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Human Resource Management

			High	Low	FCR Total
Human Resource Management	Metro B Help Desk	Torri Randa	0	3	3
			0	3	3
		Val Shepherd	0	2	2
			0	1	1
		Assigned to Individual Total	0	11	11
			0	10	10
	Metro C Desktop Support	Ken Knobel	0	2	2
			0	1	1
		Assigned to Individual Total	0	2	2
			0	1	1
	Metro C Help Desk	Cliff Jensen	0	1	1
			0	1	1
		Reed Stohel	0	1	1
			0	1	1
		Ross Owen	0	2	2
			0	1	1
	Metro C West Desktop Support	Torrens Arnold	0	2	2
			0	2	2
		Assigned to Individual Total	0	6	6
			0	5	5
		Jared B Jensen	0	1	1
			0	1	1
	Metro D Desktop Support	Assigned to Individual Total	0	1	1
			0	1	1
		Dusty Serr	0	1	1
			0	0	0
		Eldon Jenson	0	1	1
			0	0	0

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Human Resource Management

			High	Low	FCR Total
Human Resource Management	Metro D Desktop Support	Greg Clawson	0 0	1 1	1 1
		Michael Schmidt	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 1	4 1
	Metro D Help Desk	Doug Brown	0 0	1 1	1 1
		John Robinson	0 0	2 1	2 1
		Assigned to Individual Total	0 0	3 2	3 2
	Network Operations	Brant Davis	0 0	1 0	1 0
		None	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Operations Production Control	Christie Burnham	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Rural Central Desktop Support	John Donaldson	0 0	2 0	2 0
		Troy Morris	0 0	1 1	1 1
		Assigned to Individual Total	0 0	3 1	3 1

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Human Resource Management

			High	Low	FCR Total	
Human Resource Management	Strategic Communications	Luis Larios	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	1 0	1 0	
	Voice Operations	Gail Christiansen	0 0	1 0	1 0	
		Julie Sabato	0 0	1 0	1 0	
		Leon Owen	0 0	1 0	1 0	
		Romanza Hamblin Sorensen	0 0	4 3	4 3	
		Assigned to Individual Total	0 0	7 3	7 3	
		Voice/Data/WAN Services	Art Scott	0 0	1 0	1 0
	T Artis		0 0	1 0	1 0	
	Assigned to Individual Total		0 0	2 0	2 0	
	Assigned Group Total		1 0	79 38	80 38	
	Customer Company Total			1 0	79 38	80 38

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Human Resource Management	Application Services	Tony Larsen	0 0	4 0	4 0
		Assigned to Individual Total	0 0	4 0	4 0
	Capitol Desktop Support	Brian Bintz	0 0	9 1	9 1
		Scott Wunderlich	0 0	1 1	1 1
		Assigned to Individual Total	0 0	10 2	10 2
	Capitol Hosting	Dale Hicks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Eileen Dubach	0 0	1 0	1 0
		Julie VanBeekum	0 0	3 0	3 0
		Assigned to Individual Total	0 0	5 0	5 0

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Human Resource Management

			High	Low	MIR Total
Human Resource Management	Metro A Desktop Support	Nancy Hachmeister	0 0	1 0	1 0
		Tracy VanderVaart	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0
		Cindy Reed	0 0	1 0	1 0
		Mike Wilde	0 0	1 0	1 0
		Peter Musser	0 0	4 0	4 0
		Stephanie Young	0 0	1 0	1 0
		Tyler Pearce	0 0	2 0	2 0
		Assigned to Individual Total	0 0	12 0	12 0
	Metro B Help Desk	Gary Graham	0 0	3 0	3 0
		Janet Hongsyvilay	0 0	3 0	3 0

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Human Resource Management

			High	Low	MIR Total
Human Resource Management	Metro B Help Desk	Torri Randa	0 0	3 0	3 0
		Val Shepherd	0 0	2 0	2 0
		Assigned to Individual Total	0 0	11 0	11 0
	Metro C Desktop Support	Ken Knobel	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro C Help Desk	Cliff Jensen	0 0	1 0	1 0
		Reed Stohel	0 0	1 0	1 0
		Ross Owen	0 0	2 0	2 0
		Torrens Arnold	0 0	2 0	2 0
		Assigned to Individual Total	0 0	6 0	6 0
	Metro C West Desktop Support	Jared B Jensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Dusty Serr	0 0	1 0	1 0
		Eldon Jenson	0 0	1 0	1 0

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Human Resource Management

			High	Low	MIR Total
Human Resource Management	Metro D Desktop Support	Greg Clawson	0 0	1 0	1 0
		Michael Schmidt	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0
		John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		None	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Operations Production Control	Christie Burnham	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Rural Central Desktop Support	John Donaldson	0 0	2 0	2 0
		Troy Morris	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0

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Human Resource Management

			High	Low	MIR Total
Human Resource Management	Strategic Communications	Luis Larios	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Voice Operations	Gail Christiansen	0	1	1
			0	0	0
		Julie Sabato	0	1	1
			0	0	0
		Leon Owen	0	1	1
			0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	0	4	4
			0	0	0
		Assigned to Individual Total	0	7	7
		0	0	0	
Voice/Data/WAN Services	Art Scott	0	1	1	
		0	1	1	
	T Artis	0	1	1	
		0	0	0	
	Assigned to Individual Total	0	2	2	
		0	1	1	
Assigned Group Total			1	79	80
			0	3	3
Customer Company Total			1	79	80
			0	3	3

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Human Resource Management	Application Services	Tony Larsen	0 0.00	4 0.75	4 0.75
		Assigned to Individual Total	0 0.00	4 0.75	4 0.75
	Capitol Desktop Support	Brian Bintz	0 0.00	9 0.45	9 0.45
		Scott Wunderlich	0 0.00	1 1.31	1 1.31
		Assigned to Individual Total	0 0.00	10 0.53	10 0.53
	Capitol Hosting	Dale Hicks	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	1 0.05	0 0.00	1 0.05
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	3 0.08	3 0.08
		Assigned to Individual Total	0 0.00	5 0.05	5 0.05

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Human Resource Management

			High	Low	ATTIR Total
Human Resource Management	Metro A Desktop Support	Nancy Hachmeister	0 0.00	1 0.02	1 0.02
		Tracy VanderVaart	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	2 0.05	2 0.05
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.11	2 0.11
		Assigned to Individual Total	0 0.00	2 0.11	2 0.11
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.43	3 0.43
		Cindy Reed	0 0.00	1 0.11	1 0.11
		Mike Wilde	0 0.00	1 0.94	1 0.94
		Peter Musser	0 0.00	4 0.10	4 0.10
		Stephanie Young	0 0.00	1 0.12	1 0.12
		Tyler Pearce	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	12 0.24	12 0.24
	Metro B Help Desk	Gary Graham	0 0.00	3 0.00	3 0.00
		Janet Hongsyvilay	0 0.00	3 0.00	3 0.00

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Human Resource Management

			High	Low	ATTIR Total
Human Resource Management	Metro B Help Desk	Torri Randa	0 0.00	3 0.00	3 0.00
		Val Shepherd	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	11 0.00	11 0.00
	Metro C Desktop Support	Ken Knobel	0 0.00	2 0.15	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	2 0.15
	Metro C Help Desk	Cliff Jensen	0 0.00	1 0.00	1 0.00
		Reed Stohel	0 0.00	1 0.00	1 0.00
		Ross Owen	0 0.00	2 0.10	2 0.10
		Torrens Arnold	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	6 0.03	6 0.03
	Metro C West Desktop Support	Jared B Jensen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Dusty Serr	0 0.00	1 0.20	1 0.20
		Eldon Jenson	0 0.00	1 0.30	1 0.30

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Human Resource Management

			High	Low	ATTIR Total
Human Resource Management	Metro D Desktop Support	Greg Clawson	0 0.00	1 0.00	1 0.00
		Michael Schmidt	0 0.00	1 0.17	1 0.17
		Assigned to Individual Total	0 0.00	4 0.17	4 0.17
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00
		John Robinson	0 0.00	2 0.18	2 0.18
		Assigned to Individual Total	0 0.00	3 0.12	3 0.12
	Network Operations	Brant Davis	0 0.00	1 0.55	1 0.55
		None	0 0.00	1 0.61	1 0.61
		Assigned to Individual Total	0 0.00	2 0.58	2 0.58
	Operations Production Control	Christie Burnham	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	2 0.19	2 0.19
		Troy Morris	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.13	3 0.13

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Human Resource Management

			High	Low	ATTIR Total
Human Resource Management	Strategic Communications	Luis Larios	0 0.00	1 0.23	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	1 0.23
	Voice Operations	Gail Christiansen	0 0.00	1 0.36	1 0.36
		Julie Sabato	0 0.00	1 0.30	1 0.30
		Leon Owen	0 0.00	1 0.42	1 0.42
		Romanza Hamblin Sorensen	0 0.00	4 0.17	4 0.17
		Assigned to Individual Total	0 0.00	7 0.25	7 0.25
	Voice/Data/WAN Services	Art Scott	0 0.00	1 1.17	1 1.17
		T Artis	0 0.00	1 0.68	1 0.68
		Assigned to Individual Total	0 0.00	2 0.92	2 0.92
	Assigned Group Total		1 0.05	79 0.24	80 0.23
Customer Company Total			1 0.05	79 0.24	80 0.23

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Human Resource Management	Application Services	Tony Larsen	0 0	4 0	4 0
		Assigned to Individual Total	0 0	4 0	4 0
	Capitol Desktop Support	Brian Bintz	0 0	9 0	9 0
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	0 0	10 0	10 0
	Capitol Hosting	Dale Hicks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Eileen Dubach	0 0	1 0	1 0
		Julie VanBeekum	0 0	3 0	3 0
		Assigned to Individual Total	0 0	5 0	5 0

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Human Resource Management

			High	Low	MR Total
Human Resource Management	Metro A Desktop Support	Nancy Hachmeister	0 0	1 0	1 0
		Tracy VanderVaart	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0
		Cindy Reed	0 0	1 0	1 0
		Mike Wilde	0 0	1 0	1 0
		Peter Musser	0 0	4 0	4 0
		Stephanie Young	0 0	1 0	1 0
		Tyler Pearce	0 0	2 0	2 0
		Assigned to Individual Total	0 0	12 0	12 0
	Metro B Help Desk	Gary Graham	0 0	3 0	3 0
		Janet Hongsyvilay	0 0	3 0	3 0

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Human Resource Management

			High	Low	MR Total
Human Resource Management	Metro B Help Desk	Torri Randa	0 0	3 0	3 0
		Val Shepherd	0 0	2 0	2 0
		Assigned to Individual Total	0 0	11 0	11 0
	Metro C Desktop Support	Ken Knobel	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro C Help Desk	Cliff Jensen	0 0	1 0	1 0
		Reed Stohel	0 0	1 0	1 0
		Ross Owen	0 0	2 0	2 0
		Torrens Arnold	0 0	2 0	2 0
		Assigned to Individual Total	0 0	6 0	6 0
	Metro C West Desktop Support	Jared B Jensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Dusty Serr	0 0	1 0	1 0
		Eldon Jenson	0 0	1 0	1 0

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Human Resource Management

			High	Low	MR Total
Human Resource Management	Metro D Desktop Support	Greg Clawson	0 0	1 0	1 0
		Michael Schmidt	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0
		John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		None	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Operations Production Control	Christie Burnham	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Rural Central Desktop Support	John Donaldson	0 0	2 1	2 1
		Troy Morris	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 1	3 1

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Human Resource Management

			High	Low	MR Total
Human Resource Management	Strategic Communications	Luis Larios	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Voice Operations	Gail Christiansen	0	1	1
			0	0	0
		Julie Sabato	0	1	1
			0	0	0
		Leon Owen	0	1	1
			0	0	0
		Romanza Hamblin Sorensen	0	4	4
			0	0	0
		Assigned to Individual Total	0	7	7
		0	0	0	
Voice/Data/WAN Services	Art Scott	0	1	1	
		0	0	0	
	T Artis	0	1	1	
		0	0	0	
	Assigned to Individual Total	0	2	2	
		0	0	0	
Assigned Group Total		1	79	80	
		0	2	2	
Customer Company Total			1	79	80
			0	2	2

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Human Resource Management	Application Services	Tony Larsen	0 0.00	4 1.79	4 1.79
		Assigned to Individual Total	0 0.00	4 1.79	4 1.79
	Capitol Desktop Support	Brian Bintz	0 0.00	9 1.28	9 1.28
		Scott Wunderlich	0 0.00	1 2.12	1 2.12
		Assigned to Individual Total	0 0.00	10 1.36	10 1.36
	Capitol Hosting	Dale Hicks	1 0.48	0 0.00	1 0.48
		Assigned to Individual Total	1 0.48	0 0.00	1 0.48
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	3 0.10	3 0.10
		Assigned to Individual Total	0 0.00	5 0.06	5 0.06

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Human Resource Management

			High	Low	ATTR Total
Human Resource Management	Metro A Desktop Support	Nancy Hachmeister	0 0.00	1 0.30	1 0.30
		Tracy VanderVaart	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	2 0.19	2 0.19
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.84	2 0.84
		Assigned to Individual Total	0 0.00	2 0.84	2 0.84
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 1.63	3 1.63
		Cindy Reed	0 0.00	1 0.18	1 0.18
		Mike Wilde	0 0.00	1 1.79	1 1.79
		Peter Musser	0 0.00	4 0.12	4 0.12
		Stephanie Young	0 0.00	1 0.46	1 0.46
		Tyler Pearce	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	12 0.65	12 0.65
	Metro B Help Desk	Gary Graham	0 0.00	3 0.07	3 0.07
		Janet Hongsyvilay	0 0.00	3 0.16	3 0.16

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Human Resource Management

			High	Low	ATTR Total
Human Resource Management	Metro B Help Desk	Torri Randa	0 0.00	3 0.00	3 0.00
		Val Shepherd	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	11 0.06	11 0.06
	Metro C Desktop Support	Ken Knobel	0 0.00	1 0.15	1 0.15
		Assigned to Individual Total	0 0.00	1 0.15	1 0.15
	Metro C Help Desk	Cliff Jensen	0 0.00	1 0.00	1 0.00
		Reed Stohel	0 0.00	1 0.00	1 0.00
		Ross Owen	0 0.00	2 0.10	2 0.10
		Torrens Arnold	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	6 0.03	6 0.03
	Metro C West Desktop Support	Jared B Jensen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Dusty Serr	0 0.00	1 2.17	1 2.17
		Eldon Jenson	0 0.00	1 0.53	1 0.53

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Human Resource Management

			High	Low	ATTR Total
Human Resource Management	Metro D Desktop Support	Greg Clawson	0 0.00	1 0.00	1 0.00
		Michael Schmidt	0 0.00	1 0.69	1 0.69
		Assigned to Individual Total	0 0.00	4 0.85	4 0.85
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00
		John Robinson	0 0.00	2 0.18	2 0.18
		Assigned to Individual Total	0 0.00	3 0.12	3 0.12
	Network Operations	Brant Davis	0 0.00	1 0.82	1 0.82
		None	0 0.00	1 0.61	1 0.61
		Assigned to Individual Total	0 0.00	2 0.72	2 0.72
	Operations Production Control	Christie Burnham	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	2 3.67	2 3.67
		Troy Morris	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 2.44	3 2.44

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			High	Low	ATTR Total
Human Resource Management	Strategic Communications	Luis Larios	0 0.00	1 7.30	1 7.30
		Assigned to Individual Total	0 0.00	1 7.30	1 7.30
	Voice Operations	Gail Christiansen	0 0.00	1 0.36	1 0.36
		Julie Sabato	0 0.00	1 0.30	1 0.30
		Leon Owen	0 0.00	1 1.28	1 1.28
		Romanza Hamblin Sorensen	0 0.00	4 1.30	4 1.30
		Assigned to Individual Total	0 0.00	7 1.02	7 1.02
	Voice/Data/WAN Services	Art Scott	0 0.00	1 2.06	1 2.06
		T Artis	0 0.00	1 0.68	1 0.68
		Assigned to Individual Total	0 0.00	2 1.37	2 1.37
	Assigned Group Total		1 0.48	78 0.78	79 0.78
Customer Company Total			1 0.48	78 0.78	79 0.78

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Detail

INC000000538939	Jennifer Burge	Network	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.30
INC000000541836	Debi Tripp	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000542053	Michelle Watts	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.30
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed	TTR Missed: No	0.53
INC000000542277	Alan Owens	Telecom	Voice Mail	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.79
INC000000542345	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Human Resource Management	Low	Closed	TTR Missed: No	0.36
INC000000542584	Denice Graham	None	None	None		TIR Missed: No	0.90
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: No	0.91
INC000000542696	Rosanne Ricks	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000543549	Melissa Little	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed	TTR Missed: N/A	
INC000000543825	Kris M Haslam	Telecom	None	None		TIR Missed: Yes	1.17
	Voice/Data/WAN Services	Art Scott	Human Resource Management	Low	Closed	TTR Missed: No	2.06
INC000000544142	Sarah Liufau	PC/Laptop	Hardware	None		TIR Missed: Yes	1.31
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	2.12
INC000000544299	Rosanne Ricks	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000544737	Alan Owens	Telecom	None	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	1.22
INC000000544832	Amelia Hill	Application	Error	ZENworks for Desktops		TIR Missed: No	0.17
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.21
INC000000544966	Melissa Little	Application	Error	Microsoft Excel		TIR Missed: No	0.20
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.20
INC000000545041	Melissa Little	Application	Error	Microsoft Excel		TIR Missed: No	0.31
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed	TTR Missed: No	0.31
INC000000545189	Melissa Anglesey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00

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INC000000545500	Denice Graham	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000545548	Michelle Campbell	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Human Resource Management	Low	Closed	TTR Missed: No	0.08
INC000000545577	Sherry Saracino	Application	Reporting	Novell GroupWise		TIR Missed: No	0.67
	Application Services	Tony Larsen	Human Resource Management	Low	Closed	TTR Missed: No	4.58
INC000000545715	Jolene Davis	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed: No	0.20
INC000000546342	Letty Debenham	Application	None	Novell GroupWise		TIR Missed: No	0.72
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: No	0.72
INC000000546440	John Golom	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000546591	Letty Debenham	Network	None	None		TIR Missed: No	0.28
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.40
INC000000546796	Tami Hart	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.18
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: No	1.39
INC000000546803	Jay Jensen	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.21
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	1.09
INC000000547313	Dora Collier	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000547318	Dan Brentel	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000547440	Enid Bourgeois	PC/Laptop	Error	None		TIR Missed: No	0.39
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: Yes	6.60
INC000000547535	Debra Valentine	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000547600	Tami Hart	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000547716	Bethany Alsobrook	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000547717	Cassandra Opheikens	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.35
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed: No	0.35
INC000000547745	Sarah Tice	None	None	None		TIR Missed: No	0.07
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.10

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INC000000547824	Rosanne Ricks	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.94
	Metro B Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	1.79
INC000000547837	Tami Hart	Application	Error	Novell GroupWise		TIR Missed: No	0.14
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: No	2.44
INC000000547861	Cassandra Opheikens	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000547895	Glenn Parsons	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000547926	Colette Hudson	None	None	Microsoft Terminal Server Client		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000548213	Patricia M Kingsbury	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	1.48
INC000000548700	Sarah Tice	None	None	None		TIR Missed: No	0.68
	Voice/Data/WAN Services	T Artis	Human Resource Management	Low	Closed	TTR Missed: No	0.68
INC000000548704	John Golom	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000548814	Debra Valentine	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000548911	Rick hughes	Telecom	Voice Mail	Telephone		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	1.70
INC000000549336	Tammy Hunt	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.18
INC000000549562	Debra Valentine	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.86
INC000000549772	Michelle Imperiale	Application	Error	Novell GroupWise		TIR Missed: No	0.17
	Metro D Desktop Support	Michael Schmidt	Human Resource Management	Low	Resolved	TTR Missed: No	0.69
INC000000549845	Tina Sweet	Application	Error	Novell GroupWise		TIR Missed: No	0.31
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.67
INC000000549928	Paul Edlefsen	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.21
INC000000550334	Debi Tripp	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved	TTR Missed: No	0.74
INC000000550336	Joel Chibota	PC/Laptop	Performance	None		TIR Missed: No	0.52
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.54

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INC000000550399	Sarah Liufau	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000550698	Denice Graham	None	None	Novell GroupWise		TIR Missed: No	0.71
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: No	0.94
INC000000550857	Denice Graham	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000551193	stephanie kenny	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000551196	Cindy Bane	PC/Laptop	None	None		TIR Missed: No	0.95
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Resolved	TTR Missed: No	1.04
INC000000551684	Sarah W Thomson	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000551738	Rachel Dodge	Telecom	Call Management	None		TIR Missed: No	0.42
	Voice Operations	Leon Owen	Human Resource Management	Low	Resolved	TTR Missed: No	1.28
INC000000551817	Tami Hart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000552248	Tammy Hunt	Application	Error	Gmail		TIR Missed: Yes	2.37
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	4.94
INC000000552251	Tina Sweet	PC/Laptop	Hardware	None		TIR Missed: No	0.45
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.88
INC000000552275	Kathryn Medina	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.11
	Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Resolved	TTR Missed: No	0.18
INC000000552348	Jerry Aszmus	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000552364	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	0.30
	Voice Operations	Julie Sabato	Human Resource Management	Low	Resolved	TTR Missed: No	0.30
INC000000552622	Kathryn Medina	EIS Hardware	Printer	None		TIR Missed: No	0.23
	Strategic Communications	Luis Larios	Human Resource Management	Low	Resolved	TTR Missed: Yes	7.30
INC000000553129	Nancy Bauman	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Human Resource Management	Low	Resolved	TTR Missed: No	0.18
INC000000553141	Nancy Bauman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000553331	Jay Jensen	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Resolved	TTR Missed: No	0.60

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INC000000553641	Peggy Romney	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Stephanie Young	Human Resource Management	Low	Resolved	TTR Missed: No	0.46
INC000000553692	Jay Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000553752	Kimball Tanner	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000554173	Bart Olsen	Network	Error	None		TIR Missed: No	0.61
	Network Operations	None	Human Resource Management	Low	Resolved	TTR Missed: No	0.61
INC000000554177	David Kitchen	Network	Error	None		TIR Missed: No	0.55
	Network Operations	Brant Davis	Human Resource Management	Low	Resolved	TTR Missed: No	0.82
INC000000554233	Jolene Davis	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000554451	Kathryn Medina	Application	None	State Payroll System		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Human Resource Management	Low	Resolved	TTR Missed: No	0.09
INC000000554453	Kaye Crawford	Application	None	State Payroll System		TIR Missed: No	0.21
	Metro B Desktop Support	Peter Musser	Human Resource Management	Low	Resolved	TTR Missed: No	0.21
INC000000554604	Bethany Alsobrook	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000554711	Gaye Betts	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Resolved	TTR Missed: No	2.17
INC000000554905	Paul Edlefsen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000554962	Jolene Davis	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.23
INC000000555195	Bill Brandon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Capitol Hosting	Dale Hicks	Human Resource Management	High	Resolved	TTR Missed: No	0.48